

# Campus Village



The Experience

## Campus Village Communities strives to be the regional leader in Student Housing by its continued focus on six critical goals:

- Provide a Clean, Friendly and Safe Environment. Our living communities should always be properly maintained and kept in pristine condition, both inside and out. Our facilities are designed to provide a pleasant environment for our customers.
- Listen to the Customer. Our staff should always be available to listen to and understand customer concerns and issues. Employees are to respond to legitimate concerns with demonstrative and positive action. Although a customer's assumptions may not always be correct, we will treat them with respect while we find solutions to their problems - demonstrating that we care. We will always try to find compromise solutions to resident issues.
- Fairness. Our customers will be treated fairly. When issues arise with residents, solutions should always pass the test of fairness for all parties involved.
- Prompt Customer Service. Resident concerns, including maintenance issues should be solved immediately. The maximum amount of time that it should take to fix any problem is 24 hours. When conditions dictate that a greater amount of time is required, customers will be notified and a firm schedule provided of when the corrections will occur.
- Communications. It is important to our residents to keep them informed of what is happening within our community, both inside and outside the boundaries of Campus Village. Staff should always be willing to spend time discussing community affairs with tenants. Frequent communications with our customers through various forms of media are essential to the Campus Village Experience.
- Exceed Customer Expectations. The bottom line to customer satisfaction is giving the customer more than expected in his or her experience at Campus Village. We will strive to "surprise and delight" tenants by going beyond what they expect us to do in resolving problems, providing outstanding service, etc. Our residents should understand by our outward demonstration that Campus Village does not only provide apartments for college students, but instead provides a positive lifestyle choice coupled with an excellent atmosphere to live, learn and interact with peers, thus creating the Campus Village Experience.